

Northwest Washington
MEMORANDUM OF UNDERSTANDING
For Implementation of the Workforce Investment Act

The following Memorandum of Understanding (the Agreement) sets forth the terms of agreement for cooperation and consultation with regard to implementation of the Workforce Investment Act among the following agencies (the Agencies):

- 7 Northwest Workforce Development Council (WDC) and,
- 7 Bellingham Technical College
- 7 Cascades Job Corps Center
- 7 Department of Social and Health Services
 - o Bellingham Community Service Office
 - o Mount Vernon Community Service Office
 - o Oak Harbor Community Service Office
- 7 Division of Vocational Rehabilitation
- 7 Economic Development Association of Skagit County
- 7 Employment Security Department
- 7 Skagit County Community Action Agency
- 7 Skagit Valley College

I. Purpose of Agreement

It is the purpose of this Agreement to establish a cooperative and mutually beneficial relationship among the Agencies and to set forth the relative responsibilities of the Agencies insofar as they relate to planning and implementation of individual and mutual duties, obligations, and responsibilities under the Workforce Investment Act.

To ensure the utmost flexibility for all Agencies within this Agreement, it is understood and agreed that two or more Agencies may enter into separate Supplemental Agreements among themselves. Such Supplemental Agreements, when relevant to the Workforce Investment Act, may become part of this Agreement as long as they are consistent with the terms of this Agreement and do not impose any duties or obligations on any other party to this Agreement without such party's express written consent. The Supplemental Agreements shall specify what the individual agreements are and the obligations that are applicable to the two or more agencies involved in such Supplemental Agreements. These Supplemental Agreements shall also be subject to all the terms in this Agreement, including but not limited to, the limitations set forth in Sections VI, VII, and VIII of this Agreement.

II. Strategic Vision for the System

The Agencies agree to support the ***vision, mission, and strategic goals set forth by the WDC*** for the Workforce Development System through Agency policies and through resources where appropriate.

Vision: To excel at providing workforce services which assist workers and businesses to achieve success in the global economy.

Mission: The development and preparation of a world class labor force that meets the needs of local businesses through more efficient and effective service delivery to customers and through increasing the capacity of customers, workforce organizations, staff, and communities.

Goal 1: Implement the requirements of the workforce investment act by leading the design, implementation, and accountability of a one-stop worksorce system which: 1) integrates and streamlines education, employment and training services for youth and adults; 2) reinforces retraining and retention of the current workforce; 3) provides valued services and dependable results for business and the workforce; and 4) fosters community collaborations and partnerships.

Goal 2: Promote the importance of life long learning for workers, and a systemic approach which ensures: 1) all students (pre-k-post secondary) have a quality education preparing them to succeed in the ever-changing world of work; 2) adults of all ages entering, already in the workforce, or in transition between jobs, are encouraged and have ample opportunities to upgrade their skills in response to changing workforce needs and challenges and; 3) effective school to work connections are afforded everyone.

Goal 3: Create and provide quality, competency-based, workforce preparation services which use employer defined workforce skill standards and essential academic learning requirements so that all students and workers are able to acquire the skills, knowledge, and abilities required to equip them as life long workforce learners.

Goal 4: Ensure business customers are satisfied with results of the workforce preparation system and workers have the skills to be competitive in the global economy.

Goal 5: Promote community collaborations and the awareness and support of workforce development issues, policies, and initiatives. Ensure, through formal mechanisms, customers are connected to the appropriate community support services that address their life support needs.

III. Duration of Agreement

The Agreement will commence on the first day of July, 2000, and shall remain in full force and effect until the 30th day of June 2002 or until the Agreement is canceled by the Agencies or the Workforce Development Council in accordance with the terms set forth herein.

IV. Program Description

It is agreed by the agencies listed in this agreement to conduct the following, when feasible:

1. To jointly promote the further integration of programs through joint planning;
2. To align planning and budgeting processes and to conduct these functions jointly;
3. To jointly identify and support workforce skill standards and industry performance measures to drive common outcomes
4. To coordinate resources and programs and to promote a more streamlined and efficient workforce development system;
5. To promote information sharing and the coordination of activities to improve performance of local partners;
6. To use common release of information processes subject to confidentiality provisions and to preserve records for the period required by law.
7. To identify and address barriers to coordination;
8. To promote the development and implementation of a more unified system of measuring performance and accountability under the Workforce Investment Act;
9. To promote the development of common data systems to track progress and measure performance; and

V. General Provisions

It is understood by the Agencies that each should be able to fulfill its responsibilities under this Agreement in accordance with the provisions of law and regulation which govern their activities. Nothing in this Agreement is intended to negate or otherwise render ineffective any such provisions or operating procedures.

VI. Responsibilities of the Agencies Under Agreement

In consideration of the mutual aims and desires of the Agencies participating in this Agreement and in recognition of the public benefit to be derived from effective implementation of the programs involved, the Agencies agree that their respective responsibilities under this agreement shall be as follows:

A. The Workforce Development Council shall:

In partnership with the Local Elected Officials, fulfill the requirements of the federal Workforce Investment Act of 1998 (P.L. 105-220) including:

- Develop a five (5) year strategic plan that connects all investments in workforce development
- Conduct strategic oversight to the workforce delivery system

- Oversee the One Stop Delivery System
- Develop and enter into a Memorandum of Understanding with workforce development system partners for the implementation and operation of the service delivery system in the local area
- Certify one-stop center operators and affiliate sites
- Promote quality in customer service
- Provide continuous accountability and evaluation through customer satisfaction surveys and other performance outcomes

B. Agencies:

Each agency agrees to actively support the governance structure of the Partnership as defined in the document the Northwest Partnership for Workforce Development: A Guide for Partners and Stakeholders, October 1999.

Each agency agrees to promote the provision of that agency's authorized core services as defined by WIA through the one-stop delivery system. The minimum core services, as defined by WIA for those agencies mandated to participate, include:

- 7 eligibility determination
- 7 outreach, intake, and orientation to the information and other services available through the one-stop delivery system
- 7 initial assessment of skill levels, aptitudes, abilities, and support service needs
- 7 job search and placement assistance, and career counseling where appropriate
- 7 provision of labor market information (e.g., job vacancy listings, information on job skills required; information on demand occupations)
- 7 provision of performance information and program cost information from eligible training providers
- 7 provision of information on the one-stop systems performance measures
- 7 provision of information on the availability of support services, including child care and transportation, and referral to such services
- 7 provision of information regarding filing for unemployment compensation
- 7 assistance in establishing eligibility for welfare-to-work and financial aid assistance
- 7 follow-up services for not less than twelve months after the first day of employment

C. Agency Commitments:

System-wide Commitments

Each of the agencies party to this agreement specifies individual agency commitments through the one-stop delivery system as found in Appendix A.

- a) *CORE SERVICES* to be provided by each agency as part of the one-stop delivery system.
- b) Participation in a *COMMON REFERRAL SYSTEM*
- c) *Use of SKILL STANDARDS*
- d) Participation of *CROSS AGENCY TRAINING*

- e) Ensure *CUSTOMER* groups are served
- f) Participate in the use of *COMMON TECHNOLOGY*
- g) Participate in a *COMMON CUSTOMER SATISFACTION SYSTEM*

Each of the agencies party to this agreement commit to the use and continued evolution of the Partnerships products and processes.

Each of the agencies party to this agreement commit to the Continuous Quality Improvement initiatives of the Partnership.

Each of the agencies party to this agreement agrees to support the development and implementation of the Partnership's Business Services design.

Each of the agencies party to this agreement agrees to support all of the WDC policies related to oversight and implementation of the one-stop delivery system.

One Stop Career Center Commitments

Each of the agencies party to this agreement support the following one stop career center operation policies and procedures:

- 7 agreement with the WDC's designated one-stop operator
- 7 agreement with the use of the Center Use Team as the onsite management approach on behalf of the Partnership
- 7 agreement with the policies and procedures to manage onsite collocated staff
- 7 agreement with the protocols for operations, customer interactions, and staff interactions
- 7 agreement to operate in accordance with the WDC certification quality standards.

For each Center, Partners will enter into an Operating Agreement specifying how service delivery will take place at the specific Center. This agreement will specify what activities and services the partner agency will provide and how those services will be provided.

VII. Resource Sharing

The purpose of this part of the Agreement is to establish the terms and conditions under which the parties will share resources in performance of the One Stop implementation plan. The parties will share system costs, i.e., those costs associated with operating the one-stop system and shared service costs, i.e., the costs associated with providing the planned shared services at a single Career Center, including but not limited to annual costs for lease, utilities, janitorial, and equipment.

A. Cost Allocation Methodology

Allocation of costs for the Career Development Center (CDC) are based upon the percentage of Full Time Equivalent (FTE) employees at the CDC.

B. In-Kind Arrangements

In addition to selecting a method for the allocation of on-going costs, parties may contribute to the costs of the partnership on an in-kind basis. Such a contribution must be agreed to by all of the parties and may be used to offset the costs of a party's responsibility for costs under the cost allocation plan.

C. Fiscal Leads

The Workforce Development Council, as a member of the Partnership, has been designated by the parties to be responsible for all the fiscal activities related to the operation of this Resource Sharing Part of this Agreement.

VIII. System Support

The participating agencies commit to align, in accordance with each agencies rules and regulations, available agency resources toward the workforce development system integration over time. Resources may include cash, in-kind, or other. Each agency is responsible for the costs of that Agency in carrying out that Agency's commitments of Section VI, Part C. In no event, except as may be provided in a Supplemental Agreement, shall any Agency be obligated to pay or reimburse any expense incurred by another Agency under this Agreement.

IX. Supplemental Agreements to Interagency Cooperative Agreement

Each Agency that is a party to this Agreement (MOU) understands and agrees that all of the terms and conditions contained within are binding upon subsequent Supplemental Agreement between Agencies. In addition, a Supplemental Agreement to this Agreement shall be subject to all the terms in this Agreement, including but not limited to the limitations set forth in Section IX of this Agreement. The Supplemental Agreements are not binding on Agencies not parties to the Supplemental Agreements. The Agencies further agree that such Supplementary Agreements shall be infurtherance of and complementary to this Agreement. Each Agency that is a party to a Supplemental Agreement shall provide all other Agencies with copies of any Supplemental Agreement they may enter into within thirty days from the date of execution of the Agreement.

X. Indemnification

The parties recognize that the partnership consists of various levels of government, not for profit, and for profit entities. Each state agency party to this Agreement shall be responsible for injury to persons or damage to property resulting from negligence on the part of itself, its employees, its agents, or its officers. No state agency party assumes any responsibility to any other party, state or non-state, for the consequences of any act or omission of any third party. Each non-state agency party will hold harmless and defend all other parties to this Agreement from any and all claims for damages, including costs and attorneys fees resulting in whole or in part from the party or its agent's activities under the Agreement.

XI. Amendment or Cancellation of Agreement

The Agreement may be amended at any time in writing and by mutual consent of the Agencies and the Workforce Development Council. Each Agency may cancel its participation in the Agreement upon sixty (60) days written notice to the other agencies. In the event an Agency determines that funds are unavailable to carry out the activities set forth in this Agreement, the Agency shall terminate this Agreement by notifying all other Agencies and the Workforce Development Council in writing immediately and the Agreement shall terminate upon the delivery of such written notification. When the cancellation is for cause, i.e., a material and significant breach of any of the provisions of this Agreement, it may be canceled upon delivery of written notice to the other Agencies and the Workforce Development Council.

XII. Federal and State Non-Discrimination Clause

Each of the agencies party to this agreement shall comply with all applicable local, state, and federal nondiscrimination laws, regulations, rules, and ordinances. Partners shall not discriminate or deny services and shall ensure that equal access is provided to all eligible individuals without regard to age, sex, marital status, race, creed, or color, national origin, religion, political affiliation, or belief, or disability, in both program participation and employment, and on the basis of citizenship and participation in WIA programs.

APPROVED:

The undersigned Agencies bind themselves to the faithful performance of this Agreement. It is mutually understood that this Agreement shall not become effective until executed by all Parties involved.

**NORTHWEST WORKFORCE
DEVELOPMENT COUNCIL**

By: _____

Colonel Betz
Chair

Date: _____

Bellingham Technical College

By: _____

Desmond McArdle
President

Date: _____

Cascades Job Corps Center

By: _____

Nancy Pyburn

Date: _____

Department of Social and Health Services

By: _____

Daniel Peyton
Regional Director

Date: _____

Division of Vocational Rehabilitation

By: _____

Judy Abbott
Regional Administrator

Date: _____

Employment Security Department

By: _____

Willis Daniels
Director, West Region

Date: _____

Skagit County Community Action Agency

By: _____

William Shuler
Director

Date: _____

Skagit Valley College

By: _____

Lydia Lydesma-Reese
President

Date: _____

***Economic Development Association
of Skagit County***

By: _____

Don Wick
Executive Director

Date: _____

APPENDIX A - SPECIFIC AGENCY COMMITMENTS
SECTION VI PART C ADDENDUM

I. NORTHWEST WORKFORCE DEVELOPMENT COUNCIL, as WIA Program Operator

The Northwest Workforce Development Council, as the area's WIA Title I-B and Welfare-to-Work program operator, contractual provider of Senior Community Service Employment Program of Title V of the Older Americans Act, and contractual provider of HUD Employment and Training programs in some areas of the Partnership, commits to the following actions:

a). Core Services:

Core services are the beginning point in the system for most customers who later receive intensive program or training services provided by the WDC. Core services are an important opportunity for customer self-assessment and the determination of what additional services may be useful and appropriate to assist in their goal attainment. Additionally, a customer's use of core services is a source of valuable assessment information on the potential program client to determine their appropriateness and readiness to participate in WDC operated intensive and training services.

The WDC supports the provision of core services in the WorkSource system locally, while specifically providing the following:

- Eligibility determination for the programs operated by the WDC
- Participation in the integrated outreach, intake, and orientation activities of the WorkSource system
- Use of the core services assessment products for assessment of potential program client-customers
- Work through the Partnership and its Business Services system to gather and make available enhanced local labor market information
- As one stop operator for the Partnership, make information on the system's performance measures readily available to customers and stakeholders
- Establish eligibility for Welfare to Work and to assist all program client-customers in determining financial aid assistance
- Provide follow up services for any of its WIA program client-customers

b). Common Referral System

Through the WorkSource delivery system the WDC shall participate in a common customer referral system that includes accepting information (i.e., demographic, assessment and other information) previously collected on the customer through the WorkSource system. WDC agrees to provide information back to referring agencies or co-management agencies on the status of the referral or client customer progress.

c). Workforce Skill Standards

The WDC shall incorporate the Workforce Skill Standards (WSS) into its key processes and products for use with business and job seeking customer groups. The WSS are integral to the WDC's philosophy of workforce development and are the cornerstone of interaction with customers to communicate essential workplace competencies. This is done through information gathering and information provision, curriculum, individual case management, and continuing validation.

d). Cross Agency Training

The development of essential competencies in staff within the WorkSource system is a priority for the WDC. For the system to perform effectively and efficiently for its customers and funders, staff must understand which skills are required of them and have opportunity to acquire new skills or hone existing competencies to meet new system requirements.

WDC will participate in Partnership sponsored staff cross training and other staff development activities by actively attending, providing training in areas of particular expertise, opening internal staff training to Partner staff (based upon availability), and through participation on the Partnership's Training Team.

e). Customers

The targeted customer groups of the WDC include: Younger and Older Youth, Dislocated Workers, Adult under skilled workers, Older Workers, and Businesses who rely upon the system for workforce development, placement, and retention services. The WDC shall take specific action to make its services known and accessible to these customer groups within the WorkSource system. Some customers shall be served through joint client-customer management relationships with other system partners.

f). Common Technology

The WDC commits to using mutually agreed upon technological tools and solutions to aid in customer management, integration of services and providers, and the unified measurement and accountability systems. The WDC has been, and envisions it will remain, a developmental partner in the design and implementation of such technological systems and products within the WorkSource system.

g). Common Customer Satisfaction System

The WDC will continue to participate in the common customer satisfaction system through the collection of customer data, participation in the analysis of this data through membership on Partnership teams, and the implementation of continuous improvement strategies identified through the CQI process.

II. BELLINGHAM TECHNICAL COLLEGE

a). Core Services

Bellingham Technical College agrees to provide the following core services to the Workforce Development System as part of the one-stop-delivery system:

- 7 Information regarding BTC admission and enrollment requirements for its various instructional programs and support services in print and/or electronic-web based format(s)
- 7 Instructional program, orientation, and registration information on courses and services as required and authorized in the Adult and Family Literacy and Carl D. Perkins

Vocational and Applied Technology Education grant as approved by SBCTC. This information will be provided in print and/or electronic-web based format.

- 7 Assessment of basic academic skills required for success in education and training programs according to college and state policies and procedures e.g. CASAS, TABE, CPT-Accuplacer.
- 7 Participation in shared information and referral process for mutual customers/students based on appropriate Interagency Referral and Release Agreements.
- 7 Provide institutional and professional technical program performance information as available from SBCTC.
- 7 Provide projected instructional program cost information.
- 7 Information regarding financial aid, support services, scholarships and grants available to potential students/mutual customers including employers.
- 7 Information and assistance in establishing eligibility for WorkFirst, Worker Retraining and other workforce development programs channeled through the SBCTC and state workforce development system.
- 7 Job search, placement and career counseling to enrolled students at BTC and as a partner in co-located services.

b). Common Referral System

Participate in common referral and feedback system for mutual benefit of customer/student and College staff; respecting institutional requirements for rights of privacy. This may be in print and/or electronic format.

c). Workforce Skill Standards

Integrate and use workforce skills standards and industry based standards as appropriate and available in instructional programs, curricula, assessment, evaluation, certification and professional development of faculty and staff in accordance with the BTC institutional effectiveness process and plan.

d). Cross Agency Training

Participate as appropriate to the mission and goals of the College in identification of competencies and cross agency training for one-stop delivery systems.

e). Customers

Insure that learner/student/employer customers at BTC receive high quality service and technical education in basic academic skills and workforce education. Furthermore, that the customers who select/chose BTC as the “first stop” receive current and appropriate information re: other partner

agency services in the one-stop delivery system.

f). Common Technology

Participate in development and use of common technologies within the limits of the College resources and the SBCTC data and information system that assist in:

- Efficient and effective communication across partner agencies
- Effective customer/student information sharing
- Reporting appropriate and required performance measures
- Providing current and accessible information to customer/student.

g). Common Customer Satisfaction System

Participate in common customer/student satisfaction data collection and analysis in areas with common information and service delivery.

III. CASCADES JOB CORPS CENTER

Cascades Job Corps Center is operated by Management Training Corporation (herein known as MTC), which contracts with the Region X Office of Job Corps, for the U.S. Department of Labor federal program. Established in 1982, Cascades effectively trains young adults between the ages of 16-24 in viable vocational careers.

Cascades Job Corps Center shall agree to cooperative referral and training commitments, under the terms specified in this document.

a). Core Services

Cascades Job Corps Center will work in partnership with local boards and designated areas, and shall provide the following core services to qualified program applicants:

- 7 Comprehensive employment training in one of the eleven vocation courses offered directly on the Cascades Job Corps campus, not exceeding a two (2) year training duration
- 7 Education completion, according to the Job Corps Course General Education Diploma Course Guide and established GED testing schedule with Skagit Valley College, and the Memorandum of Understanding established with the Sedro Woolley School District for high school completion, not exceeding a two (2) year education duration
- 7 Residential living accommodations while enrolled in program, including shared dormitory housing and meals, acknowledging that students with disabilities and/or special living needs beyond the scope of Cascades Job Corps Center will be referred to a suitable Job Corps location, or another appropriate program
- 7 Basic health clinic services and routine dental care for enrolled Cascades Job Corps students
- 7 Ongoing counseling assessment of skills, aptitudes, abilities and support service needs, as well

as Social Skills Training courses, while enrolled at Cascades Job Corps Center

- 7 Job search and placement assistance, career counseling and overall Work Place Readiness courses, while enrolled at Cascades Job Corps Center, with overlap support from Regional Placement staff

b). Common Referral System

Students must meet all qualifying expectations in order to enter Cascades Job Corps Center, as mandated by the Job Corps Policy and Requirements Handbook, and the U.S. Department of Labor, Office of Job Corps. Students must apply for the Job Corps program with a designated Job Corps Admissions Counselor. Cascades will support any partner that refers a qualified applicant to the overall Job Corps program, and will direct that partner to the proper application procedure.

Cascades Job Corps Center will outreach to the Job Corps community on the nature of the one stop system, and demonstrate how Job Corps clients, staff and affiliated service providers can access and partner with one-stops.

c). Workforce Skill Standards

Cascades Job Corps Center will provide relevant program information and materials regarding Cascades' specific training programs and student services to the one stop community, including:

- 7 Overall Job Corps policies, application procedures, available programs and Job Corps graduate placement services
- 7 Target/appropriate population information
- 7 Cascades campus functions and Community Relations Council activities

d). Cross Agency Training

When feasible and appropriate, Cascades will encourage partner participation in staff cross-training meetings, and multi-agency action groups and activities, to promote understanding of program requirements, as well as one-stop partner program awareness and utilization.

e). Customers

In order to enter the Cascades Job Corps Center as an enrolled student, customers must meet the mandated Job Corps requirements, as well as successfully submit an application with a Job Corps Admissions Counselor. Cascades Job Corps Center will facilitate and refer appropriate applicants to Job Corps Admissions Counselors, currently affiliated with another Region X Office of Job Corps contractor, separate from this Memorandum of Understanding.

When feasible, Cascades Job Corps Center will direct and refer populations outside of the Job Corps served demographic to appropriate partners within the one-stop system. Cascades Job Corps will encourage staff and outside resources to access partner programs through one-stop systems.

f). Common Technology

Cascades Job Corps Center will encourage Job Corps participants to access the technology, placement services and programs available through local one-stop systems, when feasible and appropriate. Cascades will work with partners to integrate services across and within one-stop systems.

g). Common Customer Satisfaction System

Cascades Job Corps Center will develop strategies and alliances with the local one-stop organizations to continually streamline and partner services, for optimal customer flow and satisfaction. Cascades will participate in efforts to track information pertaining to specific clients, when client agrees to disclose personal data for statistical or dual-enrollment purposes. All client disclosures must be in writing.

IV. THE DIVISION OF VOCATIONAL REHABILITATION

The Division of Vocational Rehabilitation shall promote the equal, effective and meaningful participation by individuals with disabilities in all One Stop activities and shall, through the One Stop Delivery system:

a). Core Services

Provide the following core services, at a minimum, such as:

- 7 eligibility determination for vocational rehabilitation services;
- 7 outreach, intake, and orientation to the information and other services available through the one-stop delivery system;
- 7 initial assessment of skill levels, aptitudes, abilities, and support service needs;
- 7 job search and placement assistance, and career counseling for eligible vocational rehabilitation participants;
- 7 provision of labor market information (e.g., job vacancy listings, information on job skills required; information on demand occupations) as made available in the center;
- 7 provision of performance information and program cost information from eligible training providers as made available;
- 7 provision of information on the one-stop system's performance measures as made available;
- 7 provision of information on the availability of support services and referral to such services;
- 7 follow-up services for not less than twelve months after the first day of employment.

b). Common Referral System

Participate in a common customer referral system that includes agreeing to accept information (i.e., demographic, assessment and other information) previously collected on the customer through the one stop system and includes providing information back to the referring agency on the status of the referral.

c). Workforce Skill Standards

Accept and use the Workforce Skill Standards to enhance and improve the delivery of core services.

d). Cross Agency Training

Accept the jointly identified competencies (i.e., our industry's skill standards) required of professionals in a one-stop delivery system and participate in cross-agency training designed to build these competencies in all the professionals within the system. This participation may take the

form of jointly funding the training, advertising the training, using the cross agency training as a method to meet some training goals internal to each agency, and by insuring that individuals attend the training.

e). Customers

Work to insure that its segment of the employer and job seeker (emerging, transitional, and incumbent) customer base is fully served through the one stop delivery system. Those customers are persons with disabilities.

f). Common Technology

Participate in the development and use of common technologies that assist in:

- 7 integration of services within and across agencies and systems through the One Stop Operating System;
- 7 streamlining resources and programs;
- 7 sharing information on customers (*while preserving the confidentiality of personal information*), agency services, and labor market needs;
- 7 unifying measurement and accountability, and developing common data systems to track progress;
- 7 providing access to information;
- 7 providing access to customers;
- 7 aligning internal processes to allow technology interface.

g). Common Customer Satisfaction System

Participate in a common customer satisfaction data collection and analysis system.

V. BELLINGHAM COMMUNITY SERVICE OFFICE

The Bellingham Community Service Office commits to the following:

a). Core Services

- 7 Through the provision of staff at least one day per week to the WorkSource Center, we will provide information and referral to food cash, grants, childcare, and medical assistance. Assistance will be given in completing applications, which can be electronically transmitted to the CSO for eligibility determination.
- 7 Outreach, intake, and orientation will be provided by the loaned staff that is at the Center. Further, the CSO will inform DSHS clients of the services available at the WorkSource Center and make referral to services available through the Center programs.
- 7 Initial assessment information that is obtained through the DSHS application form will be shared when clients are referred for services at the WorkSource or upon request.

- 7 The CSO will provide assistance in establishing eligibility for welfare-to-work through sharing information and reports.
- 7 A Case Manager will be co-located at the WorkSource Center and will be part of the team working with co-clients.

b). Common Referral System

Participation in a Common Referral System

VI. MOUNT VERNON COMMUNITY SERVICES OFFICE

Mount Vernon Community Service Office (CSO) is committed to supporting a one-stop system. If there is a “place” in Skagit County, which is staffed by all mandatory, partners then Mount Vernon CSO will commit one staff person on a part time basis. If there is not a fully represented place in Skagit County then Mount Vernon CSO will continue working towards being an affiliate site.

a). Core Services

Depending on the above, Mount Vernon CSO will provide the following core services:

- General and/or specific eligibility determination. This may include benefit authorization, WorkFirst services, Medicaid, and/or food assistance.
- Outreach, intake, and orientation to the information and other services available through the one-stop system.
- Initial and ongoing identification of support service needs
- Provision of information on the availability of support services, including child care and transportation, and referral to such services
- Assistance in establishing eligibility for welfare-to-work via data available to the CSO
- Follow up services for the period of time eligibility for such exists

Mount Vernon CSO will, to the degree allowed by agency policy:

b). Common Referral System

Participate in a common referral system that includes accepting information on individuals which has been collected by other one-stop system partners and sharing information with other one-stop system partners. All exchanges of information will include acceptable release of information.

c). Workforce Skill Standards

Accept and use the workforce skill standards

d). Cross Agency Training

Participate whenever possible in cross agency training and utilize a common customer satisfaction system

e). Customers

Work with partners to ensure customer groups are served.

VII. OAK HARBOR COMMUNITY SERVICE OFFICE

a). Core Services

The Oak Harbor Community Service office commits to provide the following core services:

- 7 ***preliminary eligibility determination*** will be done on-site by an Oak Harbor CSO financial service specialist on a part time basis. On site services will be limited to making an initial determinations of **possible** eligibility for medical, food stamp and cash assistance. Assistance will be given in completing applications and gathering necessary paperwork to make a final decision on eligibility for these programs in the CSO.
- 7 ***outreach, intake, and orientation*** to the information and other services available through the one-stop delivery system will be done by staff located in the CSO as well as staff placed at the One Stop.
- 7 ***initial and on-going identification of support service needs*** will be done on referrals to the One Stop from the CSO as well as clients using the One Stop eligible for services through the CSO.
- 7 ***provision of information on the availability of support services and referral to such services*** will be done by the on-site CSO staff person. This will include the ability to “bundle” services available from the CSO with those available in the community.
- 7 ***assistance in establishing eligibility for welfare-to-work*** through sharing of reports and information on clients referred to the One Stop as well as those being considered for referral
- 7 ***follow-up services for not less than twelve months after the first day of employment*** will be provided by the staff from the CSO as well as referral to contractors for WorkFirst customers.

Through the one stop delivery system.

b). Common Customer Referral System

Participate in a common customer referral system that includes agreeing to accept information previously collected on the customer through the one stop system and includes providing information back to the referring agency on the status of the referral. All exchanges of information will include the use of a legally acceptable release of information.

c). Workforce Skill Standards

Accept and use the workforce skill standards in evaluations; training, and in marketing to customers.

d). Cross Agency Training

Accept the jointly identified competencies required of professionals in a one-stop delivery system and participate in cross-agency training designed to build these competencies in all the

professionals within the system. This participation may take the form of jointly funding the training, advertising the training, using the cross agency training as a method to meet some training goals internal to each agency, and by insuring that individuals attend the training.

e). Customers

Work to insure that its segment of the job seekers customer base is fully served through the one stop delivery system. Those customers are potential applicants of public assistance, recipients of public assistance and previous recipients of public assistance.

g). Common Customer Satisfaction System

Participate in a common customer satisfaction data collection and analysis system.

VIII. ECONOMIC DEVELOPMENT ASSOCIATION OF SKAGIT COUNTY

The Economic Development Association of Skagit County (EDASC) commits to the following actions:

a) Core Services:

EDASC's mission is to work with businesses. As a result, EDASC will perform services, which are customary and normal to do so in accordance with its mission. Further, it is understood by all parties to this agreement that EDASC will not commit to providing any of the core services that are delivered to job seekers.

b) Common Referral System

Businesses that work with EDASC treat EDASC itself as a "one-stop." Accordingly, EDASC will convey business workforce needs to the one-stop on behalf of businesses. EDASC is willing to work with all partners to this agreement to utilize EDASC, to the extent feasible and appropriate, as the actual one-stop.

c) Workforce Skill Standards

As a means to bringing the one-stop system in sync with real businesses needs, EDASC will communicate to the one-stop community the nature of economic development in Skagit County, including:

- ☐ Major policies and programs
- ☐ Key industry targets, and
- ☐ Workforce needs of major employers and emerging industries

d) Cross Agency Training

EDASC will encourage, when feasible and appropriate, participation in cross-agency training designed to help build jointly identified competencies (i.e., industry skill standards) necessary of professionals in a one-stop delivery system.

e) Customers

EDASC will serve as an advocate for use of a portion of WIA funds for incumbent worker training. This role will build on current partnership activities such as the "SWAT" team approach

to orienting new and expanding businesses to the vast array of employment and training services available to them within the community.

EDASC will work to ensure that EDASC's segment of the business customer base is fully served through the one-stop delivery system.

IX. EMPLOYMENT SECURITY DEPARTMENT

The Employment Security Department, Northwest Workforce Development Council area, commits to provide the following:

a). Core Services

- Outreach, intake, and orientation to information and other services available through the WorkSource delivery system
- Initial assessment of skill levels, aptitudes, abilities, and support service needs
- Job search and placement assistance
- Provision of labor market information
- Provision of performance information and program cost information from eligible training providers as prepared by the State level Employment Security Department and the Workforce Training Board
- Provision of information on the WorkSource systems performance
- Provision of information related to support services and their availability and referral to such services
- Provision of information regarding filing for unemployment insurance compensation

b). Common Referral System

Participate in a common customer referral system, which includes agreeing to accept information (i.e. demographic, assessment and other information) previously collected on the customer through the WorkSource system and includes providing information back to the referring agency on the status of the referral using the state provided data collection system. State and Federal statutes, with respect to individual rights and privacy protection, shall apply in all cases.

c). Workforce Skill Standards

Accept and use the Workforce Skill Standards to enhance and improve the delivery of core services.

d). Cross Agency Training

Participate in cross-agency training, to the extent resources allow, that is designed to provide staff with jointly agreed upon competencies required of professionals within the system and to encourage staff to engage in training using a variety of methods. The participation may take the form of advertising the training, jointly funding the training, using the cross agency training as a method to meet some training goals internal to the agency.

e). Customers

Work to ensure that customers are fully served through the WorkSource system within the resources and capacity available. The customers served are: Employers, job seekers, UI claimants

and profiled workers, persons with disabilities, veterans, migrant and seasonal farm workers.

f). Common Technology

- Participate in the use of technology that assists in:
- Integration of services within and across agencies and systems through the state provided system, OSOS, or other alternative designated by the state
- Streamlining programs and resources
- Sharing information on customers, agency services, and labor market needs
- Unifying measurement and accountability
- Use common data system to track progress
- Provide access to information
- Provide access to customers

g). Common Customer Satisfaction System

Participate in a common customer satisfaction data collection and analysis system.

X. SKAGIT COUNTY COMMUNITY ACTION AGENCY

SCCAA shall:

a). Core Services

Provide the following core services as part of the one-stop delivery system:

- Information on the type of support services available through SCCAA and how they can be accessed, and as appropriate, information on support services outside SCCAA and how to access the services.
- Information regarding SCCAA programs and access to intake and participation in those SCCAA programs for which an individual/family is eligible
- Assessment of skill levels, aptitudes, and abilities of those seeking adult literacy services so that an informed decision can be made by the individual about which programs will be most beneficial to meet their current situation and need.
- Information and assistance to help individuals establish eligibility for Workfirst.

b). Common Referral System

Participate in a common referral system:

Which includes accepting information on individuals that has been collected by other one-stop system partners and sharing information collected by SCCAA with other one-stop system partners. The individuals right to privacy shall be respected in all exchanges of information.

c). Workforce Skill Standards

Accept the use of workforce skills standards:

As applied within each program offered through SCCAA. SCCAA will take part, as appropriate, in one stop system provided training related to skills standards.

d). Cross-Agency Training

When feasible and appropriate, SCCAA will encourage partner participation in staff cross-training meetings, and multi-agency action groups and activities, to promote understanding of program requirements, as well as one-stop partner program awareness and utilization.

e). Customers

Work to ensure that the families and individuals seeking support and educational assistance through SCCAA have access to information about SCCAA services through the one-stop system and that they receive quality service through SCCAA.

f). Common Technology

Participate in the development and use of common technologies that assist in:

Better serving clients of the one-stop system. Participation will be within the parameters set by the SCCAA Board of Directors.

g). Common Customer Satisfaction System

Participate in a common customer satisfaction data collection and analysis system.

XI. SKAGIT VALLEY COLLEGE

Skagit Valley College shall:

a). Core Services

Provide the following core services as part of the one stop delivery system:

- 7 Classes and services as defined in the Skagit Valley College Carl Perkins and Adult Basic Education proposal submitted to and approved by The State Board for Community and Technical Colleges.
- 7 Information regarding SVC programs and access to intake and orientation to all SVC programs.
- 7 Assessment of skill levels aptitudes and abilities so that an informed decision can be made by the individual about which classes/programs will be most beneficial to meet their current situation and need.
- 7 Information provided by the State Board of Community and Technical Colleges relating to performance information about community college programs and costs the individual participating in the program would need to pay.
- 7 Information on the type of support services available through SVC and how they can be accessed as well as information about support services available through other agencies and how to access the services.

- 7 Information and assistance on assisting individuals with establishing eligibility for Workfirst and other financial aid available through SVC.

b). Common Referral System

Participate in a common referral system:

Which includes accepting information on individuals that has been collected by other one-stop system partners and sharing information collected by SVC with other one-stop system partners. The individuals right to privacy shall be respected in all exchanges of information.

c). Workforce Skill Standards

Accept the use of workforce skills standards:

As applied within each program offered through SVC. SVC will take part, as appropriate, in one stop system provided training related to skills standards.

e). Customers

Work to ensure that the employers seeking trained employees and students seeking basic skills and vocational training have access to information about SVC services through the one stop system and that they receive quality service through SVC.

f.) Common Technology

Participate in the development and use of common technologies that assist in:

Better serving clients of the one stop system. Participation will be within the parameters set as a part of a state system and the resources available to SVC.

g). Common Customer Satisfaction System

Participate in a common customer satisfaction data collection and analysis system.

